Office of Aging and Disability Services

The Maine College of Direct Support – Administrator's Guide

Completion of the Maine College of Direct Support (ME CDS) is required for Direct Support Professionals (DSP) supporting Maine citizens with developmental disabilities. Workers who obtained their DSP Certificate prior to implementation of CDS are not required to complete the Maine College of Direct Support core curriculum; however, must maintain continuing education requirements per the applicable section of MaineCare rule, including annual and triennial training requirements.

The ME CDS consists of online and live training sessions. The live training coursework is meant for learners to ask questions, share experiences, take part in learning exercises, increase their knowledge and understanding on topics covered in the online lessons, and to demonstrate competency. Live sessions are also a time for learners to think more specifically about how the lessons relate to the person or people they are presently working with.

Within the College of Direct Support (CDS), there are many lessons available for administrator or self-assignment, as well as a full suite of lessons within the College of Frontline Supervision and Management that can be used for staff development and to build leadership and supervisory capacity within the workforce. This full catalog is available to all agencies and learners.

The College of Direct Support content has been created by subject matter experts at the University of Minnesota Institute on Community Inclusion and licensed for use by Elsevier, Inc. Elsevier packages the content together with the Elsevier Performance Manager learning management system as The College of Direct Support. ME CDS represents a subset of the full CDS catalog, chosen to meet the needs of Maine's system and workforce training needs.

Link to CDS login:
https://login.elsevierperformancemanager.com/systemlogin.aspx?virtualname=ME

Current List of Required Lessons for DSP Certification:
https://www.maine.gov/dhhs/oads/providers/adults-with-intellectual-disability-and-autism/resources-training/college-of-direct-supports

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Requirements for Administrator System Access

OADS approved providers of waiver services billing under MaineCare Ch. 2, Sections 18, 20, 21 and 29 must request access to the College of Direct Support and maintain an in-agency administrator. Agencies access Maine College of Direct Support (CDS) and Elsevier Performance Manager under a license issued to the State of Maine. Appropriate use of the product is expected, and misuse may result in restriction of access. Access is provided solely for the agency named in the access registration. Providing system access for other agencies or

employees of other agencies is prohibited. Access to employee learners is permissible for the duration of the learner's employment with your agency. DSP learners must be employed by an approved agency.

Agencies are responsible for timely entry of transcript data, ensuring learners are in compliance with required trainings, and maintaining their learners (updating learner information, deactivating as needed, and submitting requests for transfers, shares, and unshares). Agencies are expected to retain proof of compliance within employee files, per your agency record retention policies. The College of Direct Support is available on compatible internet connected devices, such as phones, tablets, and computers. The materials are written, as well as in video and audio format.

Elsevier, the company that provides Maine College of Direct Support, supports agency administrators with technical issues and questions. How to contact customer support is outlined in the Administrator Resources section.

ME CDS Administrators

State of Maine (SOM) Office of Aging and Disability Services (OADS) acts as a Statewide Learning Administrator and SOM staff perform limited administrative functions. SOM staff coordinate with local administrators to monitor the overall Learning Management System and improve delivery of ME CDS training.

Local administrators are employees of OADS-approved Developmental Services agencies. Agencies access the College of Direct Support through their own administrator under Maine's CDS licensure. For more information, contact an OADS State Administrator at DSP.DHHS@maine.gov. Agencies are responsible for ensuring that administrator privileges are used appropriately, have a plan to regularly review their list of administrators, and that their administrator(s) of record are kept up to date.

To access the CDS Admin and Trainers list self-service, please use this link: https://forms.office.com/g/TDA1A8p9zU

Accommodations for Deaf Staff

As of 10/01/2022, ME College of Direct Support is in process of being translated to American Sign Language and several modules have been added to the catalog. This work will continue through early 2023.

For more information on how learners can access the ASL translations, please see the ASL Translation of DSP section of this guide.

Accommodations for Visual Impairment

Elsevier Accessibility Team has tested the content with a number of screen readers, and it works with those that have nationally acceptable standards.

Access for People Other Than a DSP

People receiving Adult Developmental services and their families, service providers, agency board members and volunteers, case managers, and others, may have access to Maine's College of Direct Support. For more information, contact an OADS State Administrator at DSP.DHHS@maine.gov.

Creating Learners

1. First – search for the learner to see if they exist. Their username may be: first initial, last name, plus a number (such as last 4 of SSN)
   a. Example: Donald Duck (SSN XXX-XX-1234) would be dduck1234
   b. If they exist, you may need to review your options for "Transfer/Share"
   c. If they do not exist, create the learner. Due to concerns regarding use of the SSN digits in the username, this practice is being **discontinued**. The learner's name should be used with an additional number, as needed, to make different from others with the same name. The system will show the error message "A user with this Learner Id already exists" to alert you if you tried to create a duplicate username.
      i. Their username should be first.last# XX
      ii. Example: Donald Duck would be donald.duck – if it is discovered that this username already exists, a number should be added (for example: donald.duck1)
2. Hire Date – may be "contract date" if the learner is a Shared Living (SL) provider – needed for federal reporting
3. Email – use personal, not company (follows learner if they change agencies)
4. Job codes
   a. DSP – Direct Support Professional
   b. DSP-HP – Home Provider
   c. DSP-SL – Shared Living
   d. SD – Self-Directed
   e. Non-DSP – (Case Managers, Family, Community Living Coordinator, Program Manager, etc)
   f. Admin
   g. WHP – Waiting Home Provider (no contract)
   h. SLP – Shared Living Provider grandfathered pre-2011 (non-DSP)
5. Verification code is used for password resets – should be something the learner can remember

Transfers/Shares

Requests to Transfer or Share is done through submission of the "Permission to Transfer/Share my Transcript" form found in CDS: select Tools from the menu and then References & Links, then click on "My References List" – this form is listed under the Global References.

This form must be completed and signed by the learner, submitted to the CDS Agency Admin to review for completion, and then the CDS Admin should submit the form to DSP.DHHS@maine.gov

The difference between a TRANSFER and a SHARE: If they are still working in the field for another employer as a DSP, they must request their transcript be SHARED rather than TRANSFERRED. When you TRANSFER an employee who is employed elsewhere, their learner access to that employer is ended. Best practice is to review the learner's profile to determine if they are currently SHARED between agencies so that you do not cut off another agency's access to an active employee by transferring when you should have shared.

UNSHARE: A learner is unshared from an agency when they stop working for one of the shared agencies. If a learner is deactivated while they are still working for another agency, this can cause issue with their current agency. Best practice is to review the learner's profile to determine if they are currently SHARED between agencies so that you do not cut off another agency's access to an active employee by deactivating when you should have unshared.
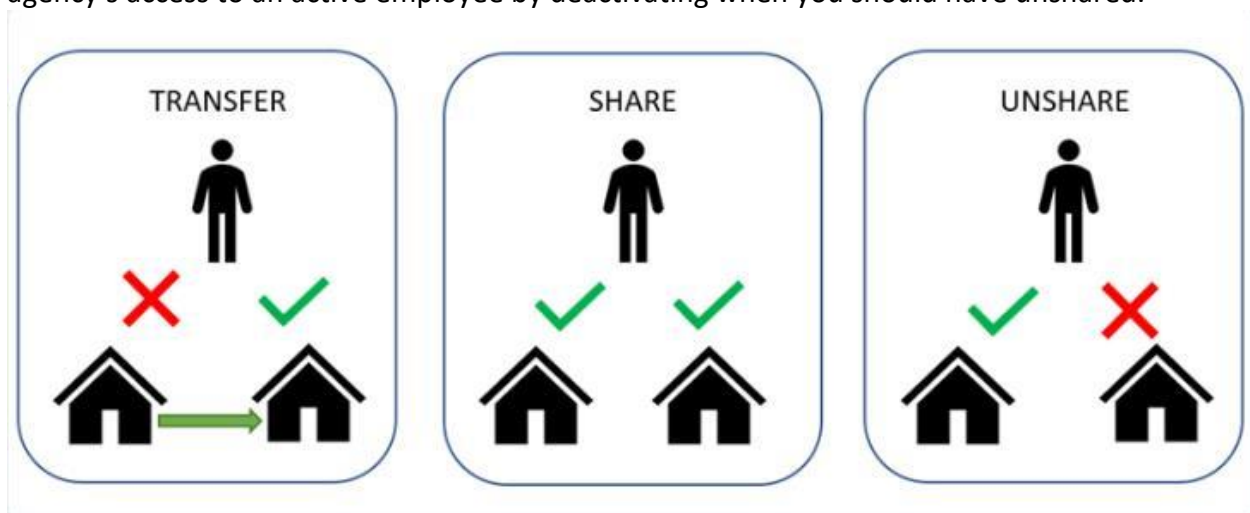
Assigning and Re-Assigning Modules in CDS

To learn how to Assign modules, there is on-demand training as well as step-by-step help documentation available through DirectCourse. Follow the instructions provided in the Administrator Resources section of this document.

In the On-Demand options, view the "DirectCourse: Administrator Training" recording. In the Help Documentation, expand the 'eLearning' topic section on the left side and expand the "Assign/Reassign Module" option and then click "Assign a Module" to view the instructions.

If you are trying to **re-assign** a lesson or module, you may need to archive the module. In the On-Demand options, view the "DirectCourse: Archiving for Administrators" recording. In the Help Documentation, expand the 'eLearning' topic section on the left side and expand the "Assign/Reassign Module" option and then expand "Remove or Reassign Module" and then click on "Reassign Module & All Lessons Archive All Lessons" to view the instructions.

If you are trying to archive a module that is a bundle of lessons/other modules created by another admin or agency, you may be unable to complete the archive process. Please contact Elsevier for technical support on archiving this module so that the lessons can be reassigned.

Conducting CDS Live classes

CDS Live Instructors are required to offer live training through a current OADS-approved Developmental Services agency and have current CDS certification, with experience conducting training for adult learners. CDS Live Instructors are strongly encouraged to participate in the OADS Trainers and Administrators Team/Sharepoint environment. Agencies may hire outside of their agency for a qualified trainer to provide the live training.

Materials are used to support the live training component of the Maine College of Direct Support (CDS) lessons. These activities and discussion will reinforce and integrate the online learning. To download the materials, go to the **Maine CDS Instructor Guide** at: http://www.maine.gov/dhhs/oads/provider/developmental-services/college-of-direct-support.html

Instructor Guide content is required, though instructors may adapt the format of the lessons to fit agency and learner needs and schedules. Each module's live session should involve about an hour of classroom instruction. Completion of live sessions will be recorded within the learner transcript in CDS by the employee's agency administrator.

Documenting Live Classes in ME CDS

To record attendance and give credit for live classes, CDS Administrators need to schedule these classes within CDS Learning Management System (LMS). Agencies may also use this feature to track internal trainings beyond DSP certification.

For details on how to manage Classes & Events in CDS, you may self-enroll in the lesson, *Classes & Events for Administrators*. This module is available for you to assign.

All classes are visible to all learners. In order to keep the list easy to navigate, please follow the protocol below when naming classes & events:

1. This protocol applies to the Course *Name* only. Agencies may use the Course Code for internal needs.

2. All Classes & Events begin with an Agency Code. This code identifies your agency. Using the same code at the beginning of all course names will group all of your agency's trainings together.
3. The 11 live sessions are on the table below. Use "MECDS" only for these 11 sessions. If your course includes more than one topic, use all the topic numbers in the Course Name. For example, a live session including the four priority modules is called, "(Agency Code) MECDS 4-7." A live session addressing Documentation, Communication, and Human Sexuality is called "(Agency Code) MECDS 3, 8, 10."

Module	Course Name
Community Inclusion	MECDS 1
Cultural Competence	MECDS 2
Documentation	MECDS 3
Maltreatment	MECDS 4
DSP Professionalism	MECDS 5
Individual Rights and Choice	MECDS 6
Introduction to Developmental Disabilities	MECDS 7
Communication	MECDS 8
Positive Behavior Supports	MECDS 9
Human Sexuality	MECDS 10
Teaching People with Developmental Disabilities	MECDS 11

Documenting Completion of the Maine required lessons

When a learner has competed the online and live sessions for any of the Maine College of Direct Support certificates, the Learning Administrator documents the completion in Ontrack (see below) and prints the appropriate Maine CDS certificate to present to the learner.

Completing Ontrack is important not only for current reporting, but to make sure people get credit for completing their certificate even if the specific requirements might change in the future.

Learning Administrators can obtain the links for the CDS Certificates by contacting the OADS State Administrators. Send an email to the DSP inbox (for CDS certificates specifically). The Administrator will be sent a how-to with the link to the template certificate form. The admin can then add the template to their resources list in CDS. For a copy of a learner's DSP Certificate earned prior to CDS, send an email to the DSP inbox. The OADS State Administrators will review the learner's historical information and a certificate created. It is recommended that a physical copy of the certificate be provided to the learner for their records.

Maine-specific Ontrack items

There are Ontrack items for "Maine CDS Certificate", "Maine DSP Certificate", "Maine Work Supports Certificate", "Maine CDS – Shared Living Certificate" and "Maine Case Manager Orientation Certificate". This gives you a single item to look for when you want to verify if someone has completed any or all of these courses. The Ontrack items show up in transcripts using either the "Show All" tab or the "Ontrack" tab. Administrators should record completion of each of these certificates using the Classes and Events / Ontrack function.

- Maine CDS Certificate – DSP certification through the Maine College of Direct Support
- Maine DSP Certificate – DSP certification through the live Direct Support Professional training used prior to the implementation of the Maine College of Direct Support.
- Maine Work Supports Certificate – Completion of the additional Work Supports module. This certificate is only valid for those who already completed the DSP certification.
- Maine CDS – Shared Living Certification – Issued prior to March 2014. Valid only for providing support to the individual(s) residing in the Shared Living home.
- If a learner does not have a copy of their certificate: All agencies are required to reissue CDS Certificates themselves after verifying that the learner's transcript is complete and accurate.

Certificates

DSP learners should retain copies of their CDS certificate for their personal files, as well as completion certificates for all continuing education. Agency administrators are obligated to provide a physical copy of the DSP certificate to each learner, as well as an updated transcript to show compliance with recertification requirements within 30 days of the certificate or recertification completion.

Learning Administrators can obtain the links for the CDS Certificates by contacting the OADS State Administrators. Send an email to the DSP inbox. The Administrator will be sent a how-to with the link to the template certificate form. The admin can then add the template to their resources list in CDS.

The learner CDS transcript and administrator rights will be made available to any new or additional employer upon submission of a change request to DSP.DHHS@maine.gov

1. Maine College of Direct Support Certificate

This certificate is required for anyone providing direct care in Home Supports and Community Supports. In addition to the required online lessons and classroom coursework, learners have access to the entire College of Direct Support and the College of Frontline Supervision and Management.

2. Maine College of Direct Support - Work Support Certificate

This certificate is required, along with the Maine CDS or DSP Certificate, for any DSP providing Work Support services as defined in MaineCare Section 18, 20, 21, and 29. The Work Support Certificate requires completion of the ME Work Supports module, in addition to the DSP required curriculum. If the staff person is a certified Employment Specialist and has completed the Maine CDS Certificate, they do not need to also have the Work Support Certification. More information on completing the ACRE Employment Specialist requirements can be found at https://www.maineworkingtogether.org/

Maine College of Direct Support - Shared Living Providers (DSPs)

As of March 1, 2014, new Shared Living Providers (DSPs) must complete the Maine College of Direct Support and all continuing education requirements. Shared Living DSPs seeking reimbursement for medication administration training must be current on all DSP certification requirements and continuing education prior to submitting for reimbursement. If a transcript check demonstrates coursework is not up-to-date, the reimbursement request will be rejected and the DSP will have a one-time 60-day grace period to complete requirements and resubmit the reimbursement request.

Maine DHHS-OADS Quality Monitoring

Maine DHHS-OADS Quality Monitoring and Data teams run reports of active learners, then review each learner's transcript to compare against what is required. It is recommended that you do the same periodically (suggest: quarterly) to ensure your learner records are up-to-date and reflect compliance.

Administrator Resources

Contact the OADS State Administrators at DSP.DHHS@maine.gov for more information on procedures for Maine CDS administrators or questions on certification requirements.

Elsevier 24/7 chat support and 1-to-1 training is available (upon request) with no cost to all agency administrators under the Maine state license. It is recommended that you save any chat transcripts in the event additional support is needed.
https://service.elsevier.com/app/chat/chat_launch/supporthub/epm/

Elsevier Customer Care can also be reached by email at: customercare@elsevier.com – it is recommended that you save any email conversations in the event additional support is needed.

Learners should contact their agency administrator for support.

Accessing Help and On-Demand training

DirectCourse Help Documentation:
Log in to DirectCourse. Select 'Resource Center' from bottom of DirectCourse landing page. Then select 'DirectCourse' from second page and 'Using the Product' from top the page.

The first section on this page will be "Help Documentation" – click the link in the first line to go to the 'Help Documentation' page.

DirectCourse On-Demand Administrator Training:
Log in to DirectCourse. Select 'Resource Center' from bottom of DirectCourse landing page. Then select 'DirectCourse' from second page and 'Training' from top of final landing page.
https://elsevierresources.com/directcourse/home/webinars/

On-Demand Administrator Training Videos:
- Archiving
- Basic Administrator Training
- Content Linking
- Knowledge Manager – Evaluation and Checklist Tool
- OnTrack
- On-the-Job (OJT) Training Skill Evaluations

Accessing the CDS Admin and Trainers list

OADS State Administrators use this list to distribute notices of changes, meetings, and training opportunities, as well as to provide permissions for accessing the SharePoint site. Please use the link below to register for the list and access the DHHS-OADS Training Public SharePoint:
https://forms.office.com/g/TDA1A8p9zU

Frequently Asked Questions

1. Why is the lesson/module not assigning to this learner?
   Answer: It is most likely that the lesson/module needs to be archived. It is possible the module was bundled into a different module name – you can see this by going to the learner's transcript and clicking "show module name" – if the module name is not the same, then that module needs to be archived. You can request module archiving from Elsevier customer support.

2. How many admins can I have?
   Answer: We recommend that you minimize the number of admins, so that the chain of accountability is clear. If there are 20 admins, it is difficult for agencies to have a clear chain of responsibility. To request an admin be created for your facility, contact the DSP inbox.

3. How do I assign a class?
   Answer: Instructions in Help and on-demand training. You can also contact Elsevier for technical support. Elsevier 24/7 chat support is available to all agency administrators. Elsevier offers 1 to 1 training free to agency administrators.

4. Why can't an admin reset their password?

Answer: This ensures quality of learner records, particularly for shared learners. If an admin needs a password reset, please contact DSP.DHHS@maine.gov – If a learner has an email reset, they should try the "Forgot Password" link. If they are unable to reset their password, learners should contact the DSP inbox for assistance.

5. What do I do if a learner does not have an email address?
Answer: The learner should set up an email address to maintain their account and allow them to recover their logins and transcripts.

6. How do I print a learner's transcript?
Answer: In the "Learners" menu, select "Lookup Learners". Enter their last name or username and click "Show Results". Identify the correct learner and click the icon in the "Transcript" column on the far right. You will have options to export the transcript as well as print.

ASL Translation of DSP Curriculum

Accessing Translations of College of Direct Support Licensed Content
ASL translation videos are being loaded to module lessons as "Annotations." The Annotations window should pop-up with any available annotations (see Image 1). If it does not pop-up, the annotation can be accessed by clicking on "Annotation" at the bottom of the page (see Image 2). The ASL translation video will be opened upon opening/clicking the link.
The ASL translation video will open in a separate window so that the learner can have the CDS module and the video running side-by-side. The learner should click through each page in CDS as the video advances. This enables the learner to view content and complete interactive activities.

Each lesson will have two videos - one for the pages of the lesson, and one for the test. The video for the pages of the lesson will be stored in an annotation on the first page of the lesson. The video for the test will be linked in an annotation on the last page of the lesson. The learner will still need to launch the test within CDS and answer the questions in the system to record their completion.

Note: the ASL translation videos were created to be used in conjunction with the content within CDS. Viewing the translation video will not record completion of the lesson/module within CDS. The learner must still complete the lesson/module and any accompanying test within CDS.

Video Buffering Tips:
- Note: some buffering is normal. Buffering may be reduced by accessing the course at times of the day with fewer users nationwide (such as in the morning)
- Update your media player
- Clear your browser's cookies/cache
- Try another browser (for example, Edge instead of Chrome)

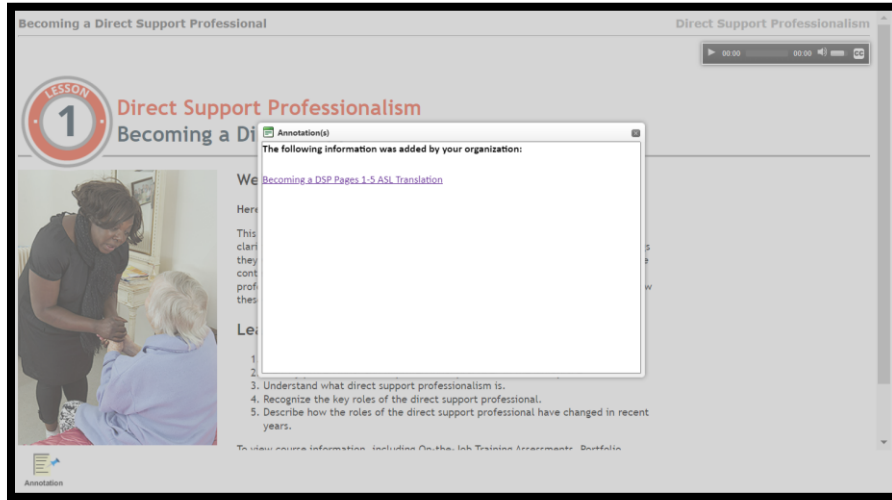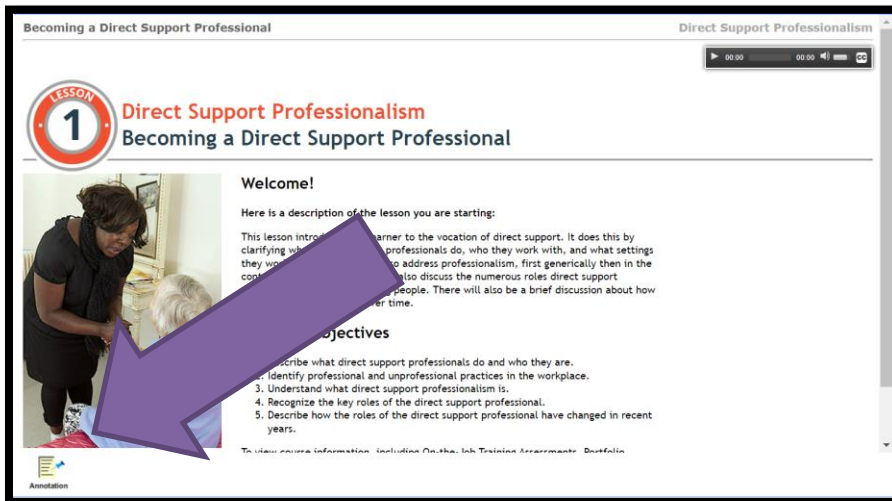**Image 1: Example of an Annotation pop-up on a lesson page.**

Image 2: Example of accessing the Annotation through the "Annotation" button.

Accessing Translations of Maine Custom Content
The list of ASL Translation videos of Maine custom content are listed below. They should be opened in a separate window so that the learner can have both the CDS module and the video running side-by-side. This allows the learner to view the content and complete any activities. Translations for the tests are also linked below. The learner will still need to launch the test within CDS and answer the question(s) to record their completion of the lesson/module.

Note: the ASL translation videos were created to be used in conjunction with the content within CDS. Viewing the translation video alone will not record completion of the lesson/module within CDS. The learner must still complete the lesson/module and any accompanying test within CDS.

Employment First Maine
https://youtu.be/YZgWfI-Owm0

Maine APS Investigations 2018
https://youtu.be/-UeaxZQw5uY

Maine APS Investigations 2018 Test
https://youtu.be/ikm9FinloTQ

Maine Behavioral Regulations for DSPs
https://youtu.be/qzhW1lo6ZnA

Maine Behavioral Regulations for DSPs Test
https://youtu.be/sE5Yer5OBlk

Maine Grievance Process for Persons with IDD
https://youtu.be/Dyrkc4H-lhE

Maine Grievance Process for Persons with IDD Test
https://youtu.be/_pQR0l32SEs

Maine Human Sexuality
https://youtu.be/lCQhiPRkFbE

Maine Human Sexuality Test
https://youtu.be/NEIXmnv10rM

Maine Reportable Events
https://youtu.be/C5vuR6uLXxw

Maine Reportable Events Test
https://youtu.be/14JJ2czECJU